



# PUBLIC SAFETY DISPATCH SUPERVISOR I, CHP

## PROMOTIONAL EXAMINATION FOR CALIFORNIA HIGHWAY PATROL EMPLOYEES

**CALIFORNIA STATE GOVERNMENT: EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.**

**IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.**

**FINAL FILING DATE**

**July 29, 2010**  
Applications (STD. 678, Rev. 6-10), and the **Criminal Record Supplemental Questionnaire (created June 2010)**, must be **POSTMARKED** no later than the final filing date. Applications and Questionnaires postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason.

**Submit applications to:**

California Highway Patrol  
Selection Standards and Examinations Section  
P. O. Box 942898  
Sacramento, CA 94298-0001

**SPECIAL TESTING  
ARRANGEMENTS**

If you have a disability and need special testing arrangements, mark the appropriate box in item number 2 on the application. You will be contacted to make specific arrangements.

**NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.**

**QUALIFICATIONS APPRAISAL  
INTERVIEW**

It is anticipated that interviews will be held during October 2010.

**SALARY RANGE**

\$3871 - \$5174

Note: A Public Safety Dispatch Supervisor I, CHP, assigned to the Capitol Operations Center or one of the following Communications Centers: Border, Golden Gate, Los Angeles, Sacramento, or Monterey, shall receive a \$300 monthly recruitment and retention differential. Eligibility for the retention incentive will terminate upon reassignment for any reason to any other communications center not specified in this provision.

**WHO SHOULD APPLY**

1. Applicants must have a permanent civil service appointment with the California Highway Patrol as of the final filing date, in order to participate in this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code Section 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

**ELIGIBLE LIST INFORMATION**

A departmental eligible list will be established for the California Highway Patrol. This list will be abolished 48 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Please note that the list can be abolished any time after 12 months based on the needs of the service.

**REQUIREMENTS FOR  
ADMITTANCE TO THE  
EXAMINATION**

**NOTE: All applicants must meet the experience and/or education requirements for this examination by the final filing date.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I," "Or II," "Or III," etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**Either I**

One year of experience performing the duties of a Public Safety Dispatcher, California Highway Patrol.

**Or II**

Two years of experience in dispatching police, forestry, or fire vehicles by radio/telephone.

**SPECIAL PERSONAL  
CHARACTERISTICS**

Consistently reports to work on time with a minimum of absences. Willingness to work nights, weekends, holidays, overtime, and at unusual hours is required. Has emotional stability and even temperament. Willingness and initiative to take independent action, and perform tasks accurately with a positive attitude, adapting to shifting demands of the job. Performs effectively under stress, and time pressure. Tolerates a confined work space with sitting and/or standing for prolonged periods. Shows interest in serving the public. Shows respect and consideration for others, and maintains confidentiality of information. Works productively without supervision. Dependable, self-motivated, mature, and a team-player.

**THE POSITION**

Public Safety Dispatch Supervisor I is the first supervisory level. Under direction, incumbents typically plan, organize, and assign work to a group of 6 - 11 communications personnel and may assist with 24-hour operation of a communications center. Typical duties include: planning, organizing, and assigning work to a small group of employees. Provides for and conducts training in the operation of communications equipment and CHP and allied agency procedures. Prepares and coordinates employees' work schedules. Reviews and evaluates employees' work performance. Participates in the selection of new communications personnel. Supervises or personally performs, when necessary, normal and/or the most difficult dispatch duties, and operates communications equipment. Assists with the management of a communications center by performing a wide variety of routine staff work and administrative duties. Interprets and applies the provisions of a wide variety of manuals, labor contracts, rules and regulations, etc. Prepares a variety of reports, memorandums, correspondence, and operating manuals. Ensures that communications equipment is fully operational, and provides leadership and support to team-building efforts.

Positions exist statewide.

**EXAMINATION INFORMATION**

This examination will consist of a Qualifications Appraisal Interview weighted 100%. A minimum rating of 70% must be attained in this examination in order to be eligible to obtain a position on the list. **Competitors who do not appear for any phase of the examination will be disqualified.**

**SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**

Qualifications Appraisal Interview - Weighted 100%

The Qualifications Appraisal Interview will include a number of predetermined job-related questions pertaining to the areas shown under Scope.

Scope:

Knowledge of:

- 1. Policies and procedures of local, state, and federal law enforcement databases.
- 2. Department’s computer-aided dispatch system.
- 3. Federal, state, and Department rules, regulations, and practices governing the operation of a communications center.
- 4. Departmental regulations, personnel practices, and provisions of labor contracts related to selection, evaluation, and discipline of employees.
- 5. Basic techniques of effective communication.
- 6. The Department’s Equal Employment Opportunity Program (EEO) and the processes available to meet EEO objectives.
- 7. A supervisor’s responsibility for maintaining a work environment that is free of discrimination and harassment.

Ability to:

- 1. Operate general office equipment and computers.
- 2. Read and understand a variety of job-related materials.
- 3. Effectively communicate verbally.
- 4. Interpret pertinent Department policies and regulations, and apply to pertinent situations.
- 5. Perform normal dispatch duties and operate communications equipment.
- 6. Apply the principles, methods, and techniques of effective personnel management and supervision, and demonstrate leadership qualities.
- 7. Manage time effectively.
- 8. Meet and deal tactfully with departmental personnel, the public, news media, and other government agencies.
- 9. Effectively promote equal opportunity in employment, and maintain a work environment that is free of discrimination and harassment.

VETERANS PREFERENCE

Veterans preference credit is not granted in promotional examinations.

GENERAL INFORMATION

It is the competitor’s responsibility to contact the California Highway Patrol, Examination Services, telephone (916) 843-3820, three days after the final filing date if he/she has not received a progress notice.

If a competitor’s notice of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications (STD. 678, Rev. 6-10), and the Criminal Record Supplemental Questionnaire (created June 2010), for open and promotional examinations are available from the California Highway Patrol, local offices of the Employment Development Department, the State Personnel Board (SPB), and the SPB website at [www.jobs.ca.gov](http://www.jobs.ca.gov).

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. All competitors who pass will be ranked according to their scores.

The **California Highway Patrol** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Interview Locations(s):** It is anticipated that interviews will be scheduled in such places in California as the number of competitors and conditions warrant.

Competition is limited to employees to those who meet one of the criteria listed above under “Who Should Apply” and “Requirements for Admittance to the Examination.” Under certain circumstances other employees may be allowed to compete under the provisions of SPB Rules 234, 235, and 235.2. SPB Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or the SPB.

**General Qualifications:** Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification.

The **California Relay Service** enables a person with a Telecommunications Device for the Deaf (TDD) to communicate over telephone lines with another person who does not have a TDD. To use the California Relay Service, call the following: if you have a TDD, 1-800-735-2929; if you do not have a TDD, 1-800-735-2922.